Cable Internet Services User Guide

1-888-423-2333
nwtel.ca/Internet

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Northwestel Internet Service Agreement

Northwestel's *Cable Internet Terms of Service* document is the agreement between Cable Internet customers and Northwestel and outlines the terms and conditions for access to our Cable Internet service. Please make sure you have carefully read this document. The current version can be located at:
http://www.nwtel.ca/media/documents/high-speed_terms_of_service.pdf

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1.Getting Connected

This section will cover the steps required to physically connect your modem to the Internet and then connect your computer to the modem. This will establish your online connection.

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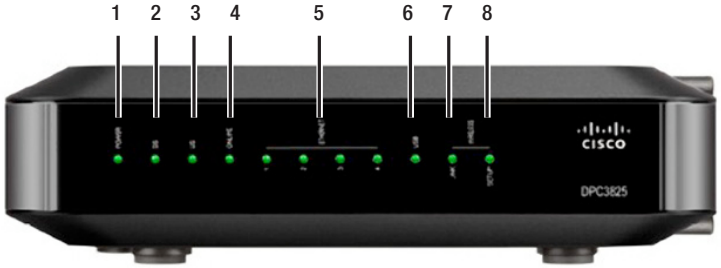
1. Getting Connected

1.1 Know Your Modem

Cisco DPC3825 Wireless Gateway



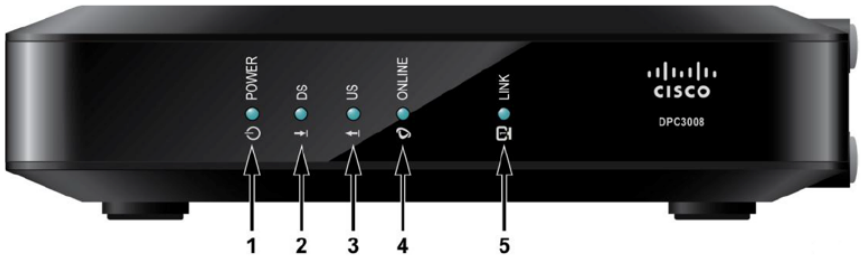
Front Panel - 3825

Key	Light	Off	Flashing	On
1	POWER	No power	If Power and DS are flashing your gateway has been disabled	Power is on
2	DS	Receiving channel not found	Scanning for a receive channel	Receiving data from the cable network
3	US	Send channel not found	Scanning for a send channel	Sending data to the cable network
4	ONLINE	Internet connection failed	Requesting provisioning file from network	Registered on the network and fully operational
5	Ethernet 1-4	When no devices are connected to the Ethernet ports	Indicates that data is being transferred over the Ethernet connection	When a device is connected to the Ethernet port and no data is being sent to/ from the modem
6	USB	When no devices are connected to the USB ports	Indicates that data is being transferred over the USB connection	A device is connected to the USB port
7	WIRELESS LINK	Indicates that the wireless access point has been disabled by the user	Indicates that data is being transferred over the wireless connection	The Wireless Access Point is operational
8	WIRELESS SETUP	Wireless setup is not active; Normal Condition	Indicates the user has activated wireless setup to add new wireless clients on the wireless network	N/A

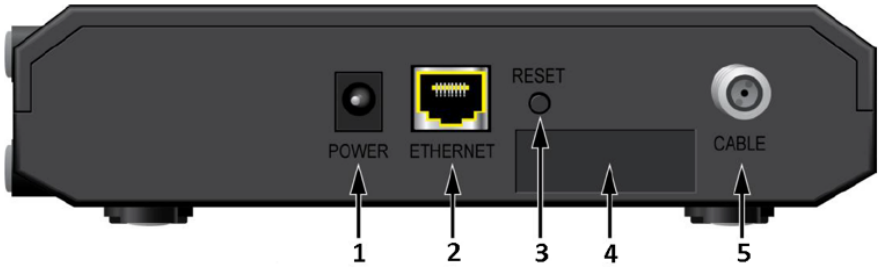
Rear Panel – 3825

Feature	Description
POWER Connector Color: Black	Connects the wireless home gateway to the DC output of the AC power adapter
POWER SWITCH (not shown)	Power switch provided for product shipping to the EU and, when appropriate, to comply with regulatory requirements
MAC ADDRESS LABEL	Displays the MAC address of the cable modem
USB (Color: Blue)	USB 2.0 Type 1 port (factory option)
ETHERNET (1 – 4) Connector Color: Yellow	Four RJ-45 Ethernet ports connect to the Ethernet port on your PC or your home network
CABLE Connector Color: White	F-connector connects to an active cable signal from your service provider
RESET	Resets the cable modem
WIRELESS SETUP	Activates WPS

Cisco DPC 3008 Cable Modem



Front Panel - 3008



Rear Panel – 3008

Key	Port	Description
1	POWER	Connects the cable modem to the AC power adapter that is provided with your cable modem
2	Ethernet	One RJ-45 Ethernet port connects to the Ethernet port on your PC or your home network
3	Reset	A momentary pressing (1-2 seconds) of this switch causes a reset-to-factory default of all settings and then reboots the cable modem (To be used ONLY if instructed by the NWT Service Desk)
4	MAC ID	Displays the MAC address of the modem
5	Cable	F-connector connects to an active cable signal from your service provider

Key	Light	Off	Flashing	On
1	Power	No power	It never flashes	Power is on
2	DS	Receive channel not found	Scanning for a receive channel	Connected to a receive channel
3	US	Send channel not found	Scanning for a send channel	Connected to a send channel
4	Online	Internet connection failed	Scanning for a network connection	Online and the startup process is complete
5	Link	No connection to modem Ethernet port detected	Sending and/or receiving data	Connected to a computer

Item 1 is the Standby button

Front Panel - 5100 Series

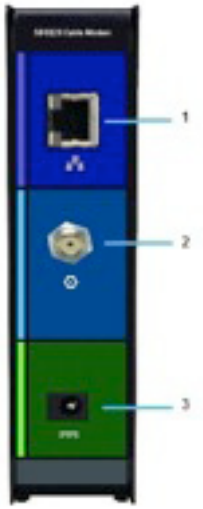
Key	Light	Off	Flashing	On
2	Power	No power	It never flashes	Power is on
3	Receive	Receive channel not found	Scanning for a receive channel	Connected to a receive channel
4	Send	Send channel not found	Scanning for a send channel	Connected to a send channel
5	Online	Internet connection failed	Scanning for a network connection	Online and the startup process is complete
6	PC/Activity	No connection to modem Ethernet port detected	Sending and/or receiving data	Connected to a computer
7	Standby	Always off during normal operation	This light does not flash	Internet service is blocked because the Standby button was pressed. If this light is on, all other lights are off

Rear Panel – 5100 Series

Key	Port	Description
1	Ethernet	Connects to Ethernet-equipped devices
2	Cable	Connects the modem to the cable wall outlet using a coaxial cable connection
3	Power	Provides power to the cable modem

Front Panel - 6120

Key	Light	Off	Flashing	On
1	Power	No power	It never flashes	Green: Power is properly connected
2	Receive	Receive channel not found	Scanning for a receive channel	Blue: Connected to a downstream channel
3	Send	Send channel not found	Scanning for a send channel	Green: Connected to an upstream channel
4	Online	Internet connection failed	Scanning for a network connection	Green: Online and the startup process is complete
5	Link	No connection to modem Ethernet port detected	Sending and/or receiving data on Ethernet port	Amber: Computer or router connected to Ethernet port Blue: High-speed Gigabit Ethernet connection between modem and computer/router

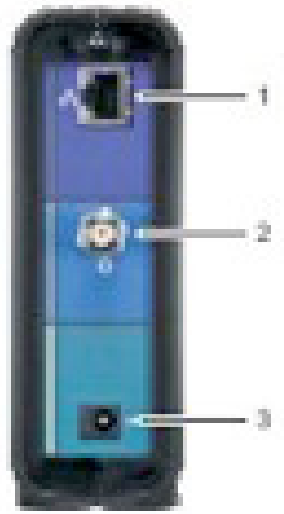


Rear Panel - 6120

Key	Port	Description
1	Ethernet	Connects to Ethernet-equipped devices
2	Cable	Connects the modem to the cable wall outlet using a coaxial cable connection
3	Power	Provides power to the cable modem

Front Panel — 6121

Key	Icon	Flashing	On
1	POWER	Not applicable; icon does not flash	**Green:** Power is properly connected
2	RECEIVE	Scanning for a receive channel connection	**Blue:** High-speed Internet connection with bonded downstream channels
3	SEND	Scanning for a send channel connection	**Green**: Send channel is connected
4	ONLINE	Scanning for an Internet connection	**Green**: Startup process completed
5	LINK	Transmitting or receiving data on Ethernet port	**Amber:** Computer or router connected to Ethernet port **Blue**: High-speed Gigabit Ethernet connection between modem and computer/router
6	ENERGY CONSERVATION SWITCH	Powers on and off the cable modem	



Rear Panel –6121

Key	Port	Description
1	Ethernet	Connects to Ethernet-equipped devices
2	Cable	Connects the modem to the cable wall outlet using a coaxial cable connection
3	Power	Provides power to the cable modem

1.2 Connecting the Components

You should allow 5 to 30 minutes to power up the first time because the modem must find and lock on the appropriate channels for communications. This procedure is the same no matter which cable modem you have.

1. Cable Wall Outlet — this is your cable service outlet
2. Coaxial Cable — this is the cable that connects your modem to the cable wall outlet in your home
3. Electrical Socket
4. Power Supply — connects the power from the modem to the electrical socket
5. Your Computer (or router)
6. Ethernet Port - connection port on the back of your modem to plug an Ethernet cable into from your computer or your router

Due to frequent power outages in the region, Northwestel suggests using a power bar or UPS when plugging in the modem to prevent or minimize any damage to the unit or disruption in service.

1. Turn your computer on and make sure your cable modem is unplugged.
2. Connect one end of the coaxial cable to the cable outlet or splitter. Connect the other end to the cable connector on the back of your modem.
3. Hand-tighten each connector to avoid damage.
4. Plug the power cord adapter end into the +12VDC connector on the cable modem and the plug into the electrical outlet. This will turn the modem on. You do not need to unplug it when not in use.
5. Check that the lights on the cable modem or wireless gateway front cycle through this sequence:
   - Receive flashes while scanning for the download channel and changes to solid green on the 5100 series and Cisco DPC3825 and solid blue on the 6120 and 6121 when it is connected.
   - Send flashes while scanning for the upload channel and changes to solid green when it is connected.
   - Online flashes while the cable modem downloads configuration data and changes to solid green when the download is complete.
6. Now you can reconnect your computer or router to the modem via the Ethernet port using the supplied Ethernet cable.
7. Note: If both the *Power & Receive lights are flashing* then the modem has been disabled. Please contact Northwestel Customer Care Centre for support at 1-888-423-2333.

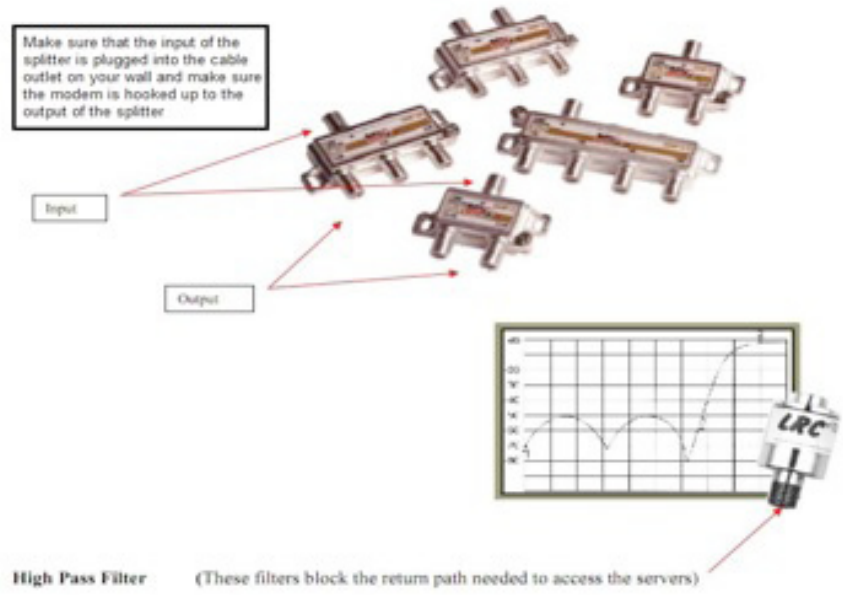
1.3 Splitters

At the present time, Northwestel cable uses many different types of cable 'splitters' for the provision of Cable Modem Service. Your filter will be one of the following:

At Northwestel we use a High Pass Filter for your Cable TV service. These filters should not be connected to your Cable Internet modem. If you happen to place one of these filters on your modem line it will result in an orange light and the modem will not work.

1.4 Verifying your IP Address

To verify your IP Address, locate your operating system below and follow these steps.

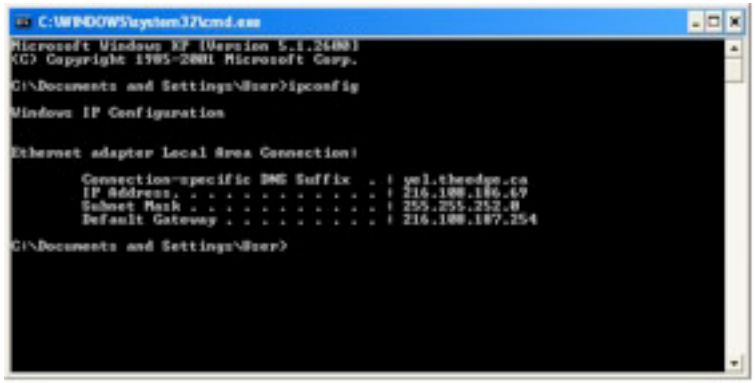

Make sure that the input of the splitter is plugged into the cable outlet on your wall and make sure the modem is hooked up to the output of the splitter
Input
Output
LRC

High Pass Filter (These filters block the return path needed to access the servers)

Windows XP

1. Click Start and then Run.
2. Type in Cmd and hit ENTER.
3. Type ipconfig and hit ENTER to display your IP configuration.

4. You should see:


C:\WINDOWS\system32\cmd.exe
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.
C:\Documents and Settings\User>ipconfig
Windows IP Configuration
Ethernet adapter Local Area Connection:
Connection-specific DNS Suffix . : yel.theedge.ca
IP Address. . . . . : 216.180.186.69
Subnet Mask . . . . . : 255.255.252.0
Default Gateway . . . . . : 216.180.187.254
C:\Documents and Settings\User>

Windows 7

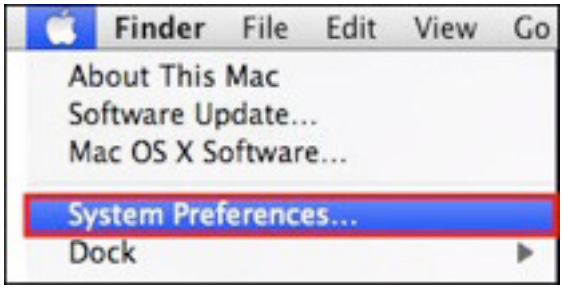
1. Click Start and type Cmd in the Search programs and files window. Hit ENTER.
2. Type ipconfig and hit ENTER to display your IP configuration.

3. You should see:

C:\Windows\system32\cmd.exe
Ethernet adapter Local Area Connection:
Connection-specific DNS Suffix . : yel.theedge.ca
IPv4 Address. . . . . : 216.180.186.225
Subnet Mask . . . . . : 255.255.252.0
Default Gateway . . . . . : 216.180.187.254
Tunnel adapter Teredo Tunneling Pseudo-Interface:
Connection-specific DNS Suffix . :
Link-local IPv6 Address . . . . . : fe80::283f:218e:2793:451e:c15
Default Gateway . . . . . :
Tunnel adapter 6TO4 Adapter:
Connection-specific DNS Suffix . : yel.theedge.ca
IPv6 Address. . . . . : 2002:d8ba:ba61:1d8ba:ba61
Default Gateway . . . . . : 2002:c850:6301::c850:6301
Tunnel adapter isatap.yel.theedge.ca:
Media State . . . . . : Media disconnected
Connection-specific DNS Suffix . : yel.theedge.ca
C:\Users\servicedesk>

Apple Macintosh

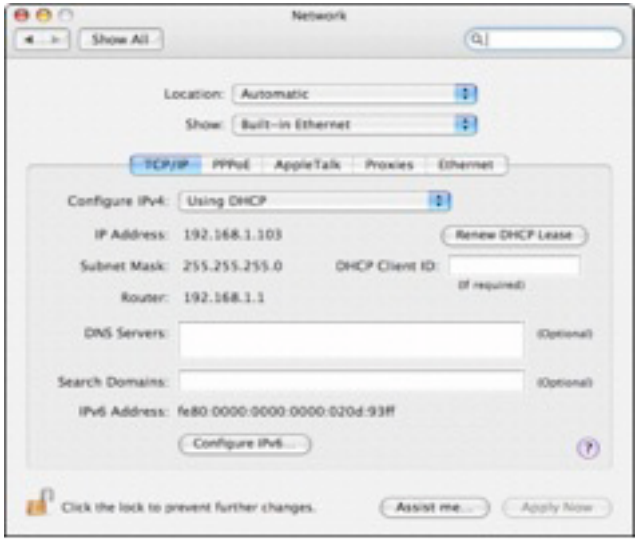
1. Click the Apple logo on the top left of the screen.
2. Select System Preferences.



3. Select Network under the Internet and Wireless section.

4. Select Built In Ethernet in the Show drop-down menu.

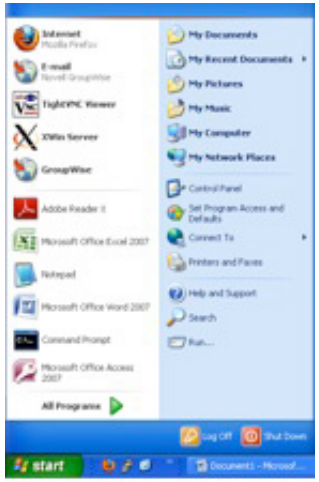
5. Select TCP/IP on the Network screen.
6. View your computer's IP address on the subsequent screen displayed on your Mac.



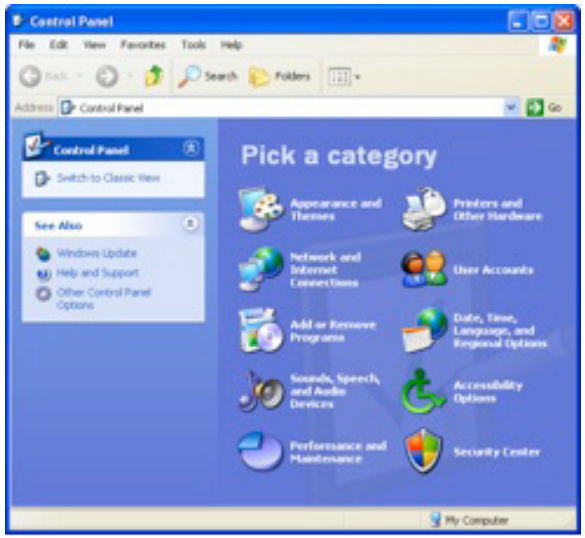
1.5 Wireless Network Setup

Windows XP

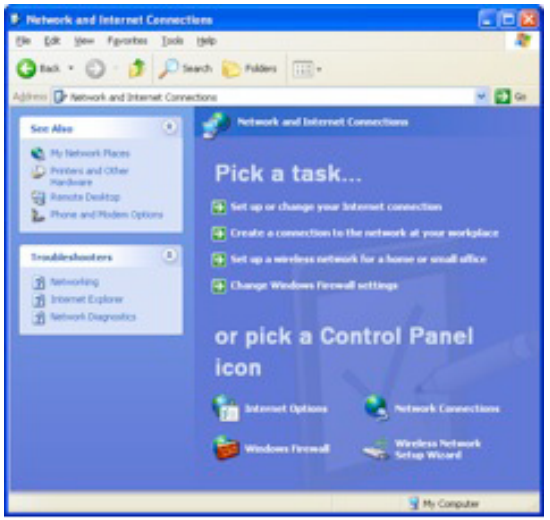
1. Open Control Panel



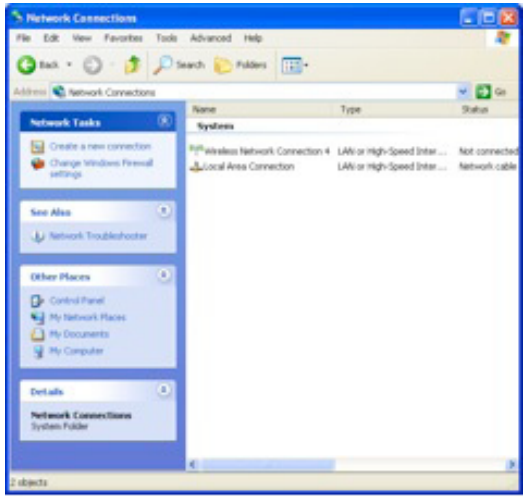
2. Select Network and Internet Connection



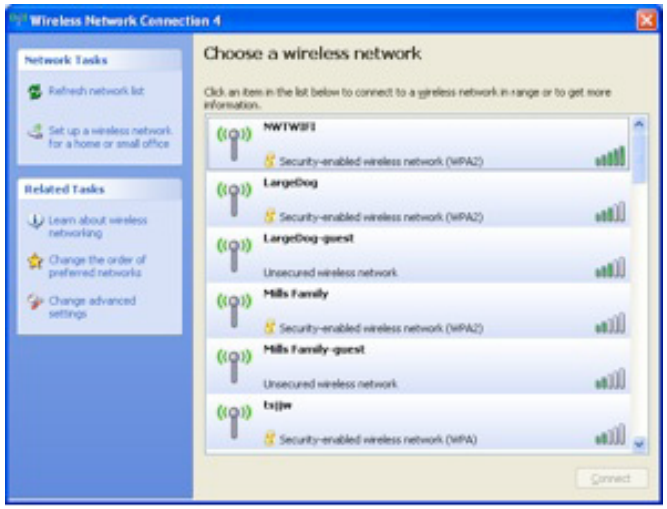
3. Select Network Connections


Network and Internet Connections
Pick a task...
Set up or change your Internet connection
Create a connection to the network at your workplace
Set up a wireless network for a home or small office
Change Windows Firewall settings
or pick a Control Panel icon
Internet Options
Network Connections
Windows Firewall
Wireless Network Setup Wizard

4. Double Click Wireless Network Connection



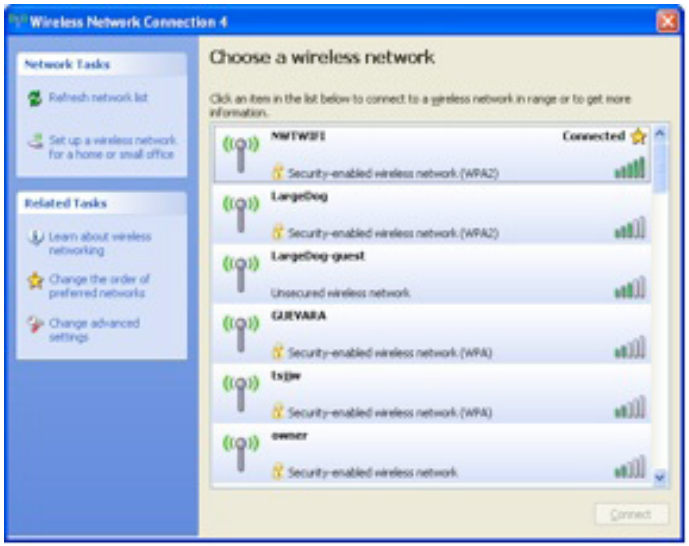
5. Double Click Wireless Network. *NWTWIFI* by default



6. Enter Network Key. Default is *northwestel*

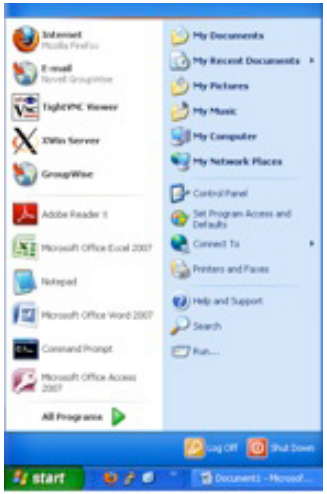
Wireless Network Connection
The network 'NWTWIFI' requires a network key (also called a WEP key or WPA key). A network key helps prevent unknown intruders from connecting to this network.
Type the key, and then click Connect.
Network key:
Confirm network key:
Connect
Cancel

7. Complete!

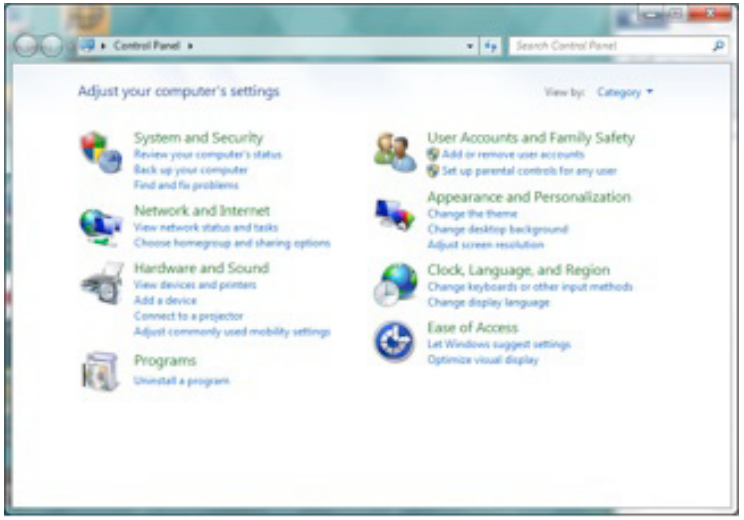


Windows 7

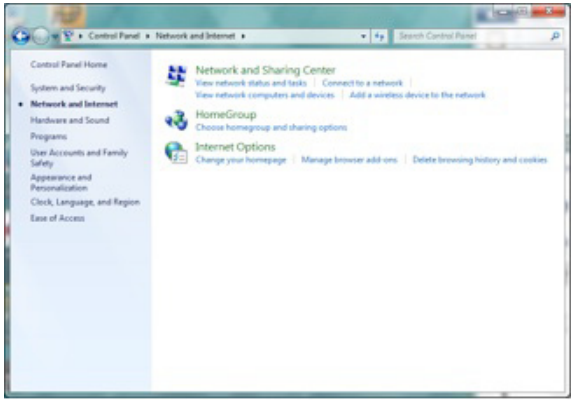
1. Open Control Panel



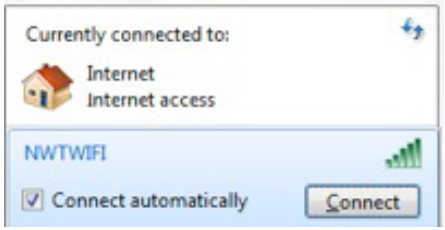
2. Select Network and Internet



3. Select Connect to a Network



i. Select Wireless network to connect to *NWTWIFI* by default and press Connect

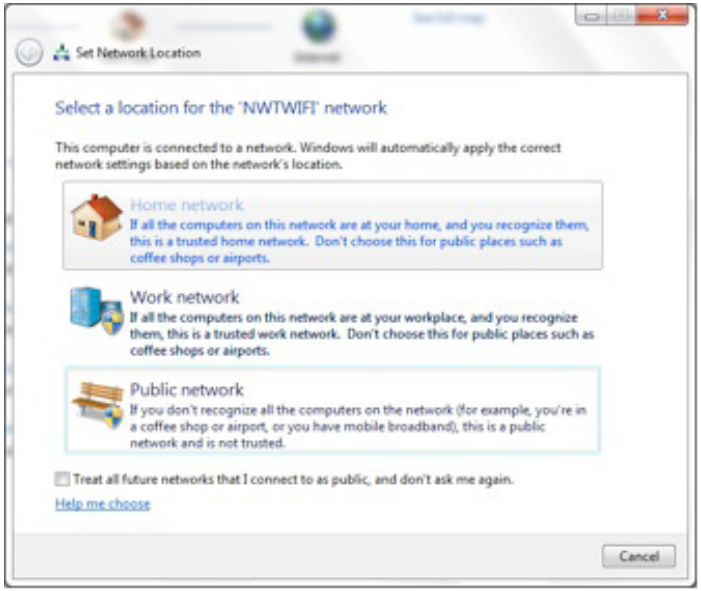


ii. Do one of the following

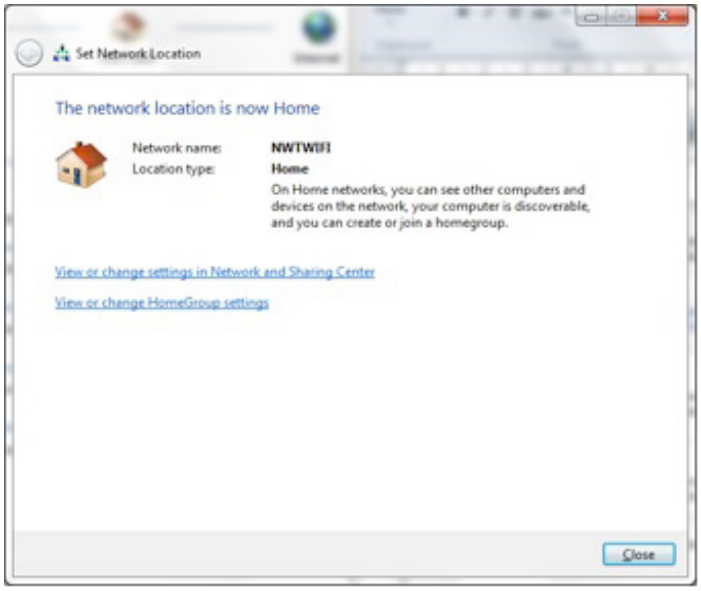
a. Enter Security Key and press OK

b. Press WPS button on back of DPC3825 to auto configure Wireless.

iii. Select Location for new Network, e.g. *Home network*

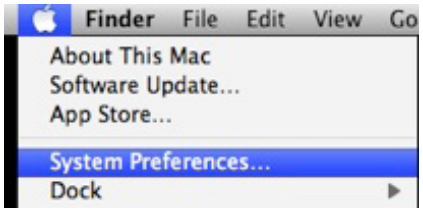

Set Network Location
Select a location for the 'NWTWIFI' network
This computer is connected to a network. Windows will automatically apply the correct network settings based on the network's location.
Home network
If all the computers on this network are at your home, and you recognize them, this is a trusted home network. Don't choose this for public places such as coffee shops or airports.
Work network
If all the computers on this network are at your workplace, and you recognize them, this is a trusted work network. Don't choose this for public places such as coffee shops or airports.
Public network
If you don't recognize all the computers on the network (for example, you're in a coffee shop or airport, or you have mobile broadband), this is a public network and is not trusted.
Treat all future networks that I connect to as public, and don't ask me again.
Help me choose
Cancel

iv. Done!


Set Network Location
The network location is now Home
Network name: NWTWIFI
Location type: Home
On Home networks, you can see other computers and devices on the network, your computer is discoverable, and you can create or join a homegroup.
View or change settings in Network and Sharing Center
View or change HomeGroup settings
Close

Apple Macintosh

1. Open System Preferences



2. Select Network under Internet & Wireless

3. Select the AirPort option on the left

4. Ensure AirPort is turned on and select Network Name.
   Default is *NWTWIFI*

5. Enter the Password for the Wireless Network default is *northwestel*

6. See the status as Connected

1.6 Control Panel Overview

For Wireless Gateway Users only

The Clear Access Control Panel is a browser-based application that helps you manage, protect and share your home network. It enables you to easily modify basic home network configuration such as wireless and port forwarding, and provides a way to setup enhanced services such as time blocking and content filtering. The Control Panel provides remote access to the home network, providing a one-click process to access any IP-enabled device in the home.

To access the Control Panel, open your favourite web browser and go to *https://northwestel.clearaccess.com/acs-portal/control-panel/login/*. You will be prompted to enter the username and password you selected when you ordered the wireless gateway service. The User Guide and a Quick Start Guide for the gateway Control Panel is found on the USB stick that you received when the service was installed. Both guides can also be found on *www.nwtel.ca*, in the Internet Usage Tools section.

2. Configuring Your Email

NorthwesTel
Bringing us together.

2. Configuring Your Email

Before you configure or attempt to access your email please ensure you are connected to the Internet. You can access your theedge.ca or northwestel.net email in two ways:

2.1 Webmail

- Go to: *https://webmail.theedge.ca* or *https://webmail.northwestel.net*
- Enter your user ID (email address) and password as provided by Northwestel at time of order *OR*

2.2 Desktop Email Application

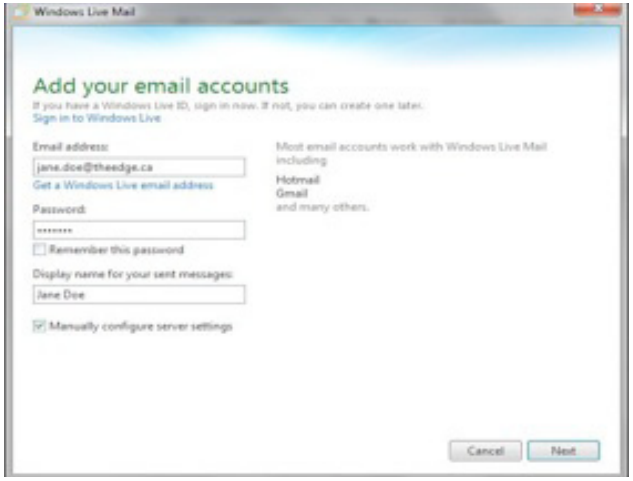
- You will need the following information for any email client program you are configuring:
- Your email address.
- Your email password.
- The incoming mail server name: – pop3.theedge.ca or pop3.northwestel.net
- The outgoing mail server name: – smtp.theedge.ca or smtp.northwestel.net

Note: If your email address is user@theedge.ca please use theedge.ca server settings. If your email is user@northwestel.net then please use the northwestel.net server settings.

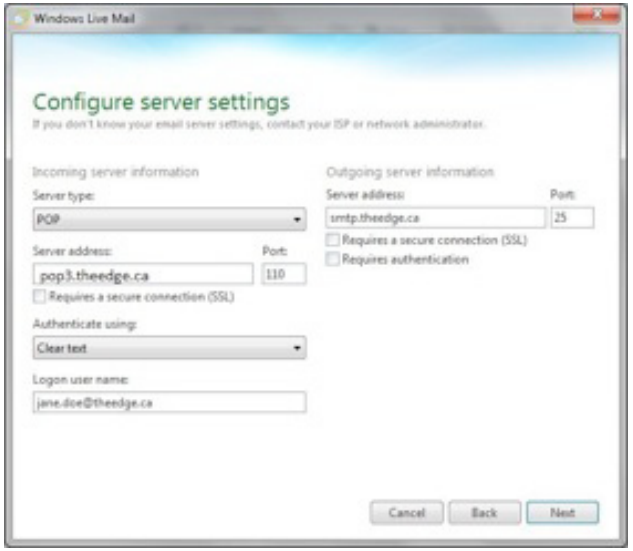
Find your email program below and follow the instructions to configure your client.

Windows Live Mail

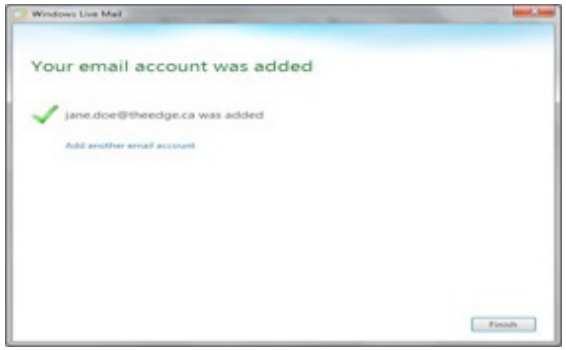
1. To open Windows Live Mail, click the Start button, click All Programs, and then click Windows Live Mail.
2. Click the Tools menu, and then click Accounts.
3. Click Add.
4. Enter your name as you would like it to appear in the From field of outgoing messages (Jane Doe), and click Next.
5. Enter your full address (*jane.doe@theedge.ca*) and password.
6. Click the box next to Manually configure server settings.



7. Click the Next button to continue. Fill in all necessary fields to include the following information:
   - Incoming mail server type: POP3
   - Incoming mail (POP3) server: pop3.theedge.ca
   - Outgoing email server (SMTP) name: smtp.theedge.ca



8. The Windows Live Mail setup process is now complete.

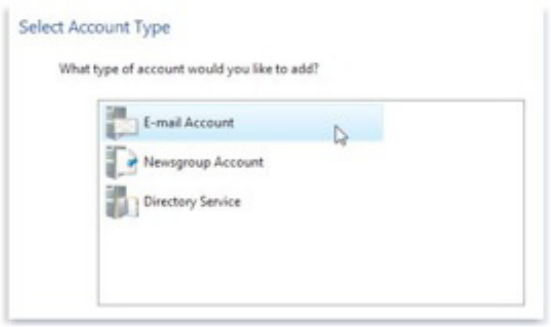


9. Click Finish.

Repeat steps for each additional email account.

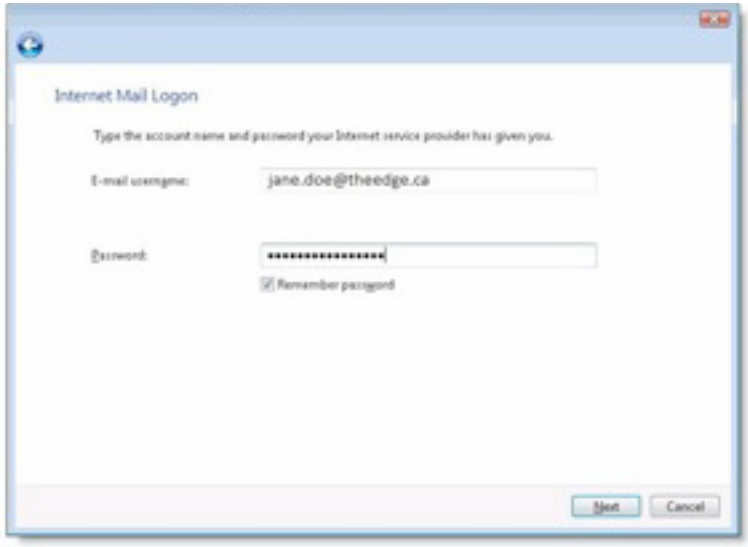
Windows Mail

1. To open Windows Mail, click the Start button, click All Programs, and then click Windows Mail.
2. Click the Tools menu, and then click Accounts.
3. Click Add.



4. Select Email Account, and click Next.
5. Enter your name as you would like it to appear in the From field of outgoing messages (Jane Doe), and click Next.
6. Enter your full address (jane.doe@theedge.ca)
7. Fill in all necessary fields to include the following information:
   - Incoming mail server type: POP3
   - Incoming mail (POP3) server: pop3.theedge.ca
   - Outgoing email server (SMTP) name: smtp.theedge.ca

8. Click Next, and enter your full Northwestel address and password.

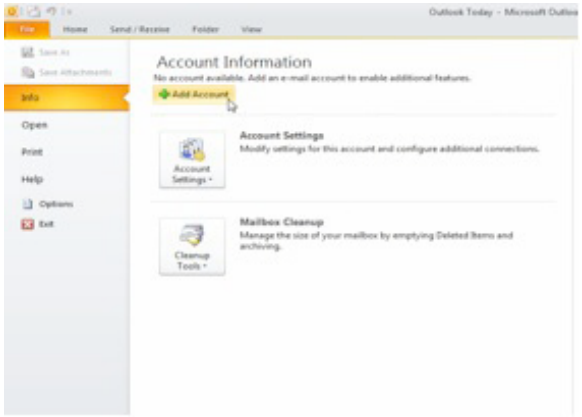


9. Click Next, and Click Finish.

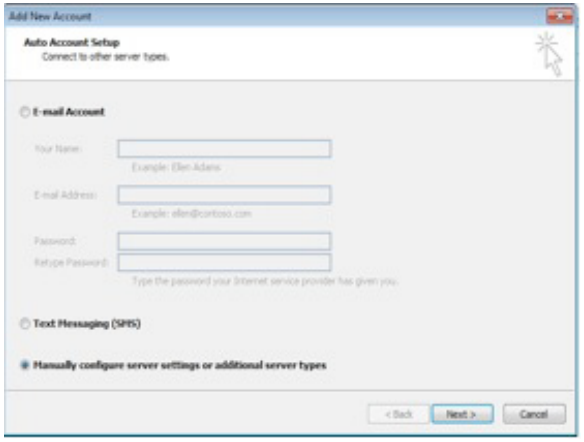
Repeat steps for each additional email account.

Outlook 2010

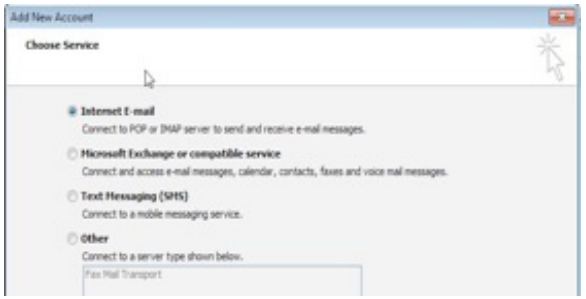
1. To launch Outlook 2010 click the Start button, click All Programs, click Microsoft Office and then click Microsoft Outlook 2010.
2. Select File and under Info, click Add Account.



3. From the Add New Account window, click on Manually configure settings or additional server types. Click Next.



4. From the Add New Account window, click on Internet Email. Click Next.
5. From the Add New Account window, fill in the following fields accordingly:


Add New Account
Choose Service
Internet E-mail
Connect to POP or IMAP server to send and receive e-mail messages.
Microsoft Exchange or compatible service
Connect and access e-mail messages, calendar, contacts, faxes and voice mail messages.
Text Messaging (SMS)
Connect to a mobile messaging service.
Other
Connect to a server type shown below.
Fax Mail Transport

Under User information

- Your Name: When you send an email your name is used to identify you as the sender.
- Email Address: Enter your Northwestel address. (e.g. john.doe@theedge.ca or john.doe@northwestel.net)

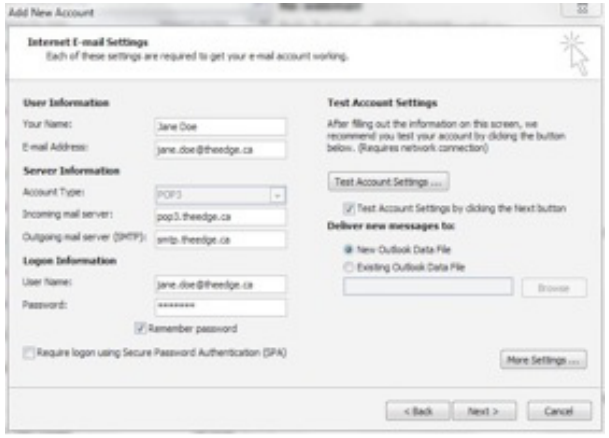
Under Server Information

- Account type: Select POP3 from the drop-down menu.
- Incoming mail server: pop3.theedge.ca or pop3.northwestel.net
- Outgoing mail serve (SMTP): smtp.theedge.ca or smtp.northwestel.net

Under Logon Information

- User name: Enter your Northwestel address again.
- Password: Enter your Northwestel password.
- Remember password is checked.

6. Now click Next and Outlook will test your settings and send a test email to your new account inbox. Click Close.

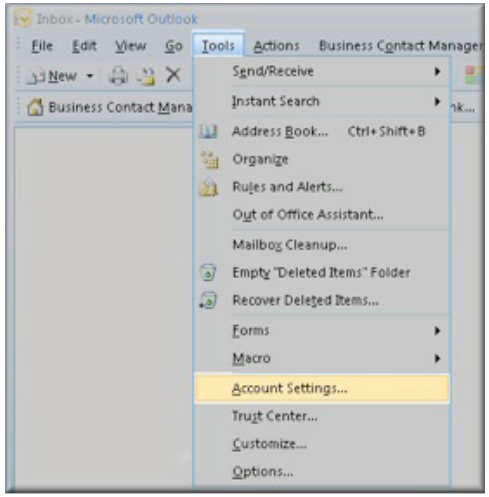


7. Press Next, and then Finish.

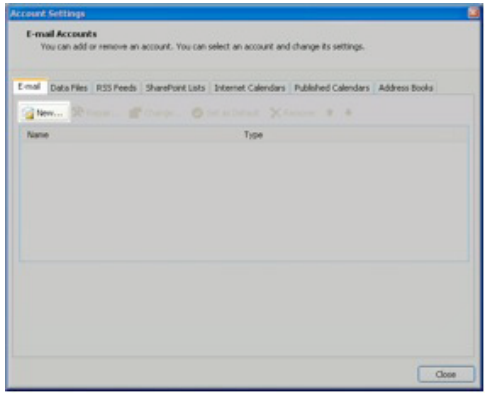
Repeat steps for each additional email account.

Outlook 2007

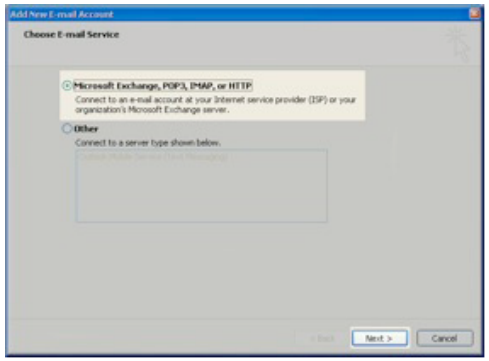
1. To launch Outlook 2007 click the Start button, click All Programs, click Microsoft Office and then click Microsoft Outlook 2007.
2. Open Outlook 2007.
3. Click the Tools menu, and select Account Settings.



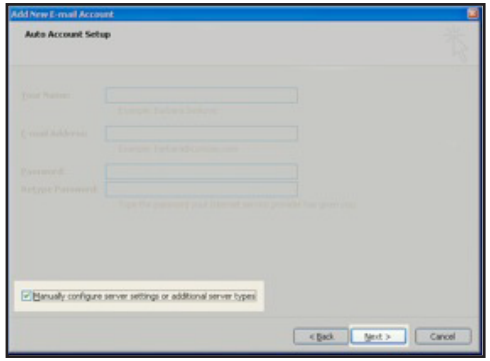
4. Click on the Email tab and click on the New... button.



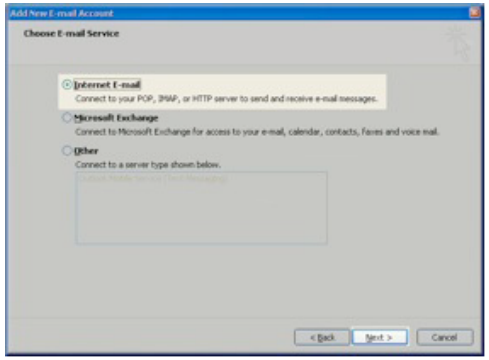
5. Next select POP3, IMAP or HTTP and click Next.


Add New E-mail Account
Choose E-mail Service
Microsoft Exchange, POP3, IMAP, or HTTP
Connect to an e-mail account at your Internet service provider (ISP) or your organization's Microsoft Exchange server.
Other
Connect to a server type shown below.
Next >
Cancel

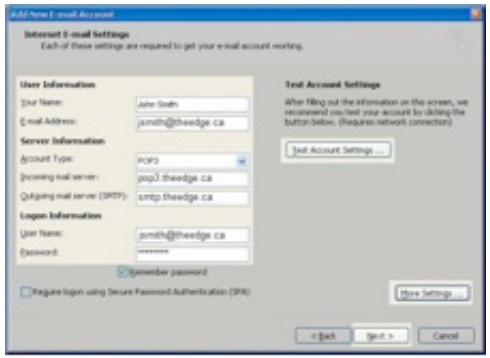
6. On the Auto Account Setup window, check the Manually configure server settings or additional server types and click Next.



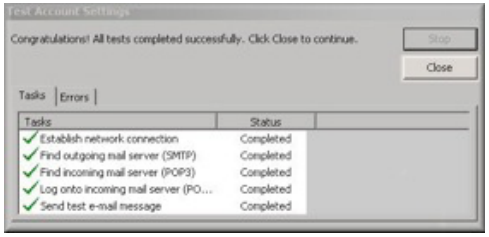
7. Select Internet Email option and click Next.


Add New E-mail Account
Choose E-mail Service
Internet E-mail
Connect to your POP, IMAP, or HTTP server to send and receive e-mail messages.
Microsoft Exchange
Connect to Microsoft Exchange for access to your e-mail, calendar, contacts, faxes and voice mail.
Other
Connect to a server type shown below.
< Back
Next >
Cancel

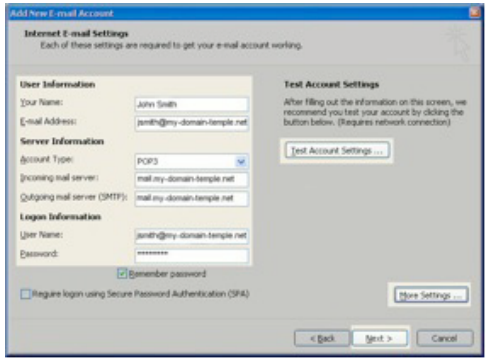
8. Fill in the following fields:
   - Enter Your Name as you want it to appear. e.g. John Smith.
   - Enter your full email address username@theedge.ca or username@northwestel.net in the Email address field.
   - Select POP3.
   - Enter pop3.theedge.ca or pop3.northwestel.net in the Incoming mail server field.
   - Enter smtp.theedge.ca or smtp.northwestel.net in the Outgoing mail server field.
   - Enter your username username@theedge.ca / username@northwestel.net in the Account name field.
   - Enter your email password in the Password field.



9. Click the Test Account Settings button and you should see all items with green check marks.



10. Click the Close button to close the test window. Click Next to save your settings.

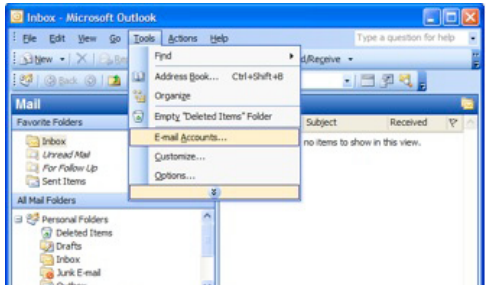


11. Click Finish to close the setup wizard. You have finished the setup of your email account.

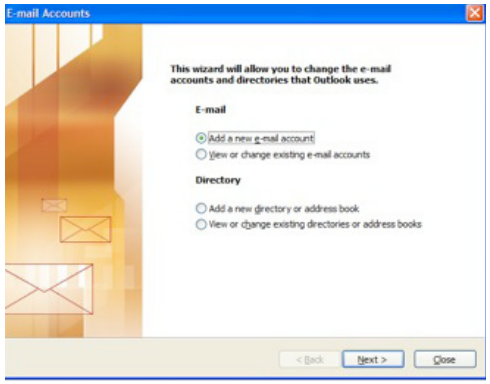
Repeat steps for each additional email account.

Outlook 2003

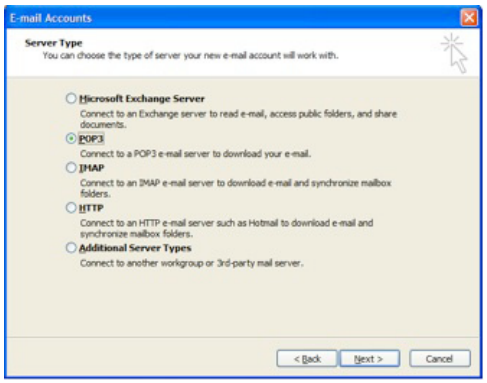
1. To launch Outlook 2003 click the Start button, click All Programs, click Microsoft Office and then click Microsoft Outlook 2003
2. Click the Tools menu and select Email Accounts....



3. Click Add a new email account and then click Next.

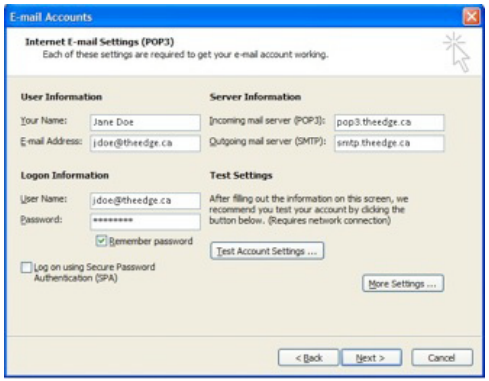

E-mail Accounts
This wizard will allow you to change the e-mail accounts and directories that Outlook uses.
E-mail
Add a new e-mail account
View or change existing e-mail accounts
Directory
Add a new directory or address book
View or change existing directories or address books
< Back
Next >
Close

4. Select POP3 and click Next.

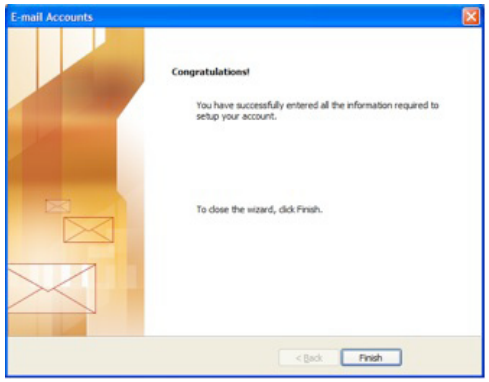

E-mail Accounts
Server Type
You can choose the type of server your new e-mail account will work with.
Microsoft Exchange Server
Connect to an Exchange server to read e-mail, access public folders, and share documents.
POP3
Connect to a POP3 e-mail server to download your e-mail.
IMAP
Connect to an IMAP e-mail server to download e-mail and synchronize mailbox folders.
HTTP
Connect to an HTTP e-mail server such as Hotmail to download e-mail and synchronize mailbox folders.
Additional Server Types
Connect to another workgroup or 3rd-party mail server.
< Back
Next >
Cancel

5. Fill in the following fields:

- Enter your name as you want it to appear. e.g. John Smith.
- Enter your full email address username@theedge.ca/username@northwestel.net in the Email address field.
- Enter your username username@theedge.ca / username@northwestel.net in the Account Name field.
- Enter your email password in the Password field.
- Enter pop3.theedge.ca or pop3.northwestel.net in the Incoming mail server field.
- Enter smtp.theedge.ca or smtp.northwestel.net in the Outgoing mail server field.
- Ensure that the Log on using Secure Password Authentication (SPA) option is NOT checked.

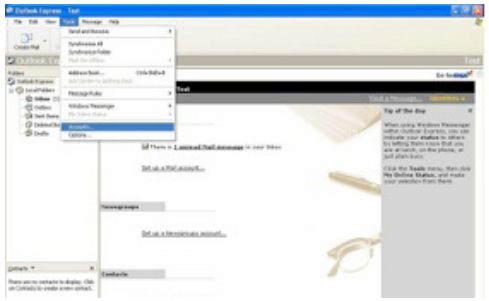


6. You have finished the setup of your email account. Click Finish to close the Setup Wizard.

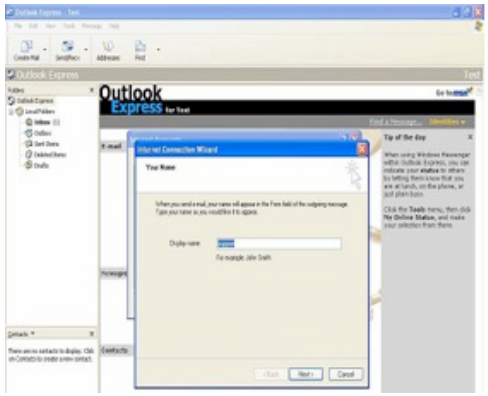

E-mail Accounts
Congratulations!
You have successfully entered all the information required to setup your account.
To close the wizard, click Finish.
< Back
Finish

Outlook Express

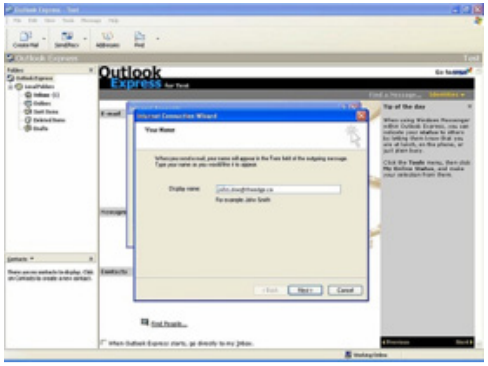
1. Launch Outlook Express. From the toolbar menu, click Tools and then Accounts. The Internet Connection Wizard window will appear.



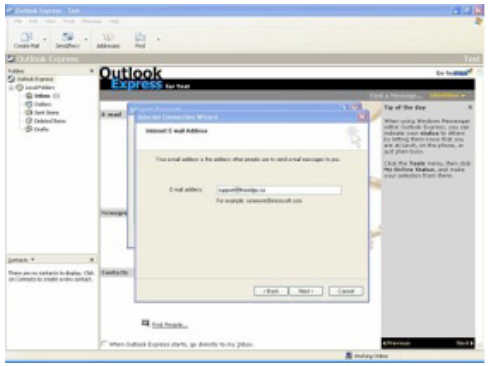
2. Click Add and then click Mail. The Your Name window will appear.



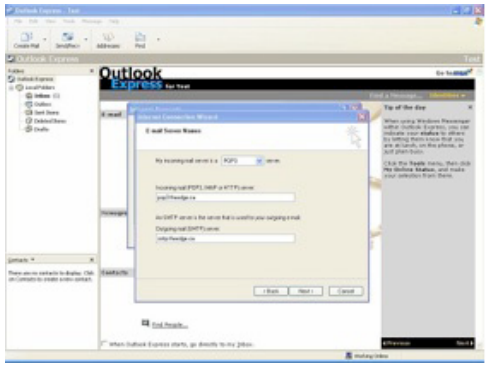
3. Enter your information in the Display name field. This is how your name will appear in the From field when sending email to recipients.



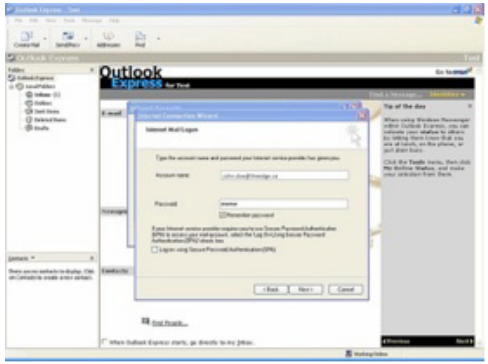
4. Click Next. The Internet Email Address window will appear.
5. Enter your theedge.ca or northwestel.net email address in the Email Address field, e.g. username@theedge.ca / username@northwestel.net.



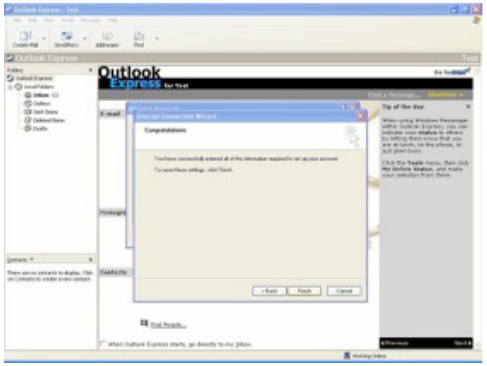
6. Click Next. The Internet Email Server Names window will appear.
7. Choose POP3 in the incoming mail server field.
8. Enter pop3.theedge.ca or pop3.northwestel.net in the Incoming mail server field.
9. Enter smtp.theedge.ca or smtp.northwestel.net in the Outgoing mail server field.



10. Click Next. The Internet Mail Logon window will appear.



11. Enter the email address provided to you by Northwestel in the Account name field.
12. Enter the password provided to you by Northwestel in the Password field.
13. Ensure that the Log on using Secure Password Authentication (SPA) option is NOT checked.
14. Click Next followed by Finish.



15. Click Close to complete the configuration.

Repeat steps for each additional email account.

Apple Mail

1. Click Mail on the Dock or open it from the Applications folder.
2. If the Welcome to Mail assistant does not appear, choose Add Account from the File menu.
3. Fill in the Full Name, Email address, and Password fields.

Note: Your email account password will be stored in Keychain to allow you to automatically log in to your email account when you open Mail.

4. Deselect Automatically set up account if it is enabled. Click Continue to proceed.
5. Choose POP from the Account Type.
6. Give your account a useful description, such as “Northwestel account”.
7. Enter your Incoming Mail Server, User Name and Password. Click Continue to proceed.

8. For Outgoing Mail Server, enter a useful description such as “Northwestel Outgoing Mail Server”.
9. Enter the Outgoing Mail Server details.

10. Verify your settings in the Account Summary. Check Take account online.

11. Click Create to complete the process.

Repeat steps for each additional email account.

Unsupported Email Clients

Northwestel does not support email with the following email clients:

- Thunderbird
- The Bat!
- Eudora
- IncrediMail

You may be able to get them to work using our mail server settings, but if you have difficulties with them, we suggest you contact your email software's customer support.

3. Internet Security

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3. Internet Security

When accessing the Internet, no computer is protected against security threats unless proactive steps are taken. A computer that is not adequately protected with security software and security patches for the operating system and applications alike will be exposed to many dangers that could include viruses, Trojan horses, worms, spyware, hacker attacks, spam, inappropriate content, and much more. Typical consequences of such threats range from loss of files and a significantly slowed computer to theft of personal data and viruses that can destroy your computer.

- By following a few steps you can safeguard your computer and its contents:
- Install and regularly update antivirus software.
- Install and utilize a software-based personal firewall.
- Ensure you update your operating system with security updates as they are made available.
- Ensure all your applications are updated with security patches as they are made available.

Northwestel offers the PC Protection Plus all-in-one-security package powered by F-Secure that safeguards your computer against threats, leaving you worry-free. With F-Secure, you do not have to worry about viruses, spyware, spam or other online threats that could jeopardize your computer or browsing experience. F-Secure is an industry-leading and award-winning software that that will provide you with better protection against viruses. With this security system, Northwestel can offer its customers a high-speed Internet connection that is fast and secure. To subscribe to Northwestel PC Protection Plus simply go to *http://www.nwtel.ca/personal/Internet/protection-plus.*

For more information on security please visit the Northwestel support site at: *support.nwtel.ca*

4. Troubleshooting and FAQ

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4. Troubleshooting and FAQ

This section provides some basic troubleshooting information and answers to frequently asked questions. You can also go to *support.nwtel.ca* to browse information and get additional support. **Before you start, please ensure your computer is connected directly to the modem by removing any additional devices such as a router, switch or hub**.

4.1 Restoring Your Internet Connection

This section outlines basic steps for troubleshooting when you cannot connect to the Internet. Please refer to the charts in **Section 1** to identify the function of each of your modem lights.

Note: Northwestel does not support customer owned routers. If your Internet works when your computer is directly plugged into the modem or you are wirelessly connected directly to your gateway, the issue is most likely related to your router. You should refer to your router vendor documentation when troubleshooting router-based issues.

STEP 1 Check that your modem is connected

- Make sure the power adapter is securely connected to both the modem and the electrical wall outlet. Ensure that the outlet is live and not switch-controlled.
- Make sure that the lights on the front of the modem are lit according to the chart in Section 1. **For 5100 series modem users ONLY**: If the Power light is off and the Standby light is on press the Standby button to reconnect to the Internet. The Standby button is located on the top of your modem.

For 6121 Modem users:

Icon	Status	If, during startup	If, during normal operations
POWER	OFF	Is not properly plugged into the power outlet	Modem is unplugged or the Energy Conservation Switch is OFF
RECEIVE	FLASHING	Receive channel cannot be acquired	Receive channel is lost
SEND	FLASHING	Send channel cannot be acquired	Send channel is lost
ONLINE	FLASHING	IP registration unsuccessful	IP registration is lost
LINK	OFF	No connected device detected	Device is disconnected

STEP 2 Check your cable connections

- Ensure the coaxial cable is securely connected to the modem and to the wall outlet. Hand-tighten each connection if required.
- Check that all cables are installed and are tightly connected between your modem and router or your modem and computer. Also check out your cable television. If you are not getting a cable signal for your television, you likely will not get an Internet connection either.

STEP 3 Restart your modem

Sometimes your modem's power needs to be recycled. Follow the steps below:

- Shutdown your computer and if you are using a router unplug it. Unplug the modem power supply from the electrical outlet and wait at least five minutes before you plug it back in. This will refresh your modem's Internet connection.
- Wait 30 seconds for the modem to synchronize with your Northwestel High Speed service.
- *5100 and DPC 3008 Series Modem users:* Once the modem has booted back up, and all four lights on the front panel are green, plug your router back in if applicable. After your router is up and running, turn on your computer.
- *6120/6121 Modem users:* Once the modem has completely booted back up, and the lights on the front panel are (in order) green, blue, green, green and either amber or blue, plug your router back in if applicable. After your router is up and running, turn on your computer.
- *DPC3825 Series Wireless Gateway Users:* Once the modem has completely booted back up, and the first four lights on the front panel are green you should turn on your computer and re-establish your wireless connection.
- If the lights are lit correctly, go to *http://www.nwtel.ca* to test your Internet connection. If there is still no connection and you are using a router, bypass the router and plug your computer directly into the modem. Turn off the power to your modem and computer, wait a few minutes and then power up your modem and wait for a solid online light. Now restart your computer.

STEP 4 Call the local Northwestel Customer Support Centre

If these steps have not resolved your problem, please contact our Technical Support group at 1-888-423-2333 and have the following information ready:

- Username (your theedge.ca or northwestel.net email address)
- HFC MAC ID
- Telephone number

4.2 Other Causes of Lost Connection

If you have recently installed or upgraded a firewall or anti-virus software on your computer you may encounter connectivity problems. Try disabling the software and see if your connection returns. If the software is at fault please consult the vendor.

You may also have connectivity issues if you have installed a new driver on your router or on your computer. Try rolling back the installation and see if your connection can be reestablished.

4.3 Troubleshooting a Slow Internet Connection

There are many things that can cause your Internet connection to slow down. Your first check should be to make sure any cabled connections are secure and that nothing has been changed in your setup. If you are running a speed test on any external website please ensure that your computer is directly connected to your modem. Shutdown any programs running on your computer other than your browser before launching the test.

Sluggish performance can also be caused by large file downloads either on your own computer or another computer connected to your home network typically using P2P applications such as BitTorrent, uTorrent, etc. Check the running applications on your computer to see if this may be the cause of slow Internet connectivity.

One of the most common problems is spyware and/or adware running in the background. You should have anti-virus software installed on your machine especially if you or others in your household download files and programs. Spyware and virus programs work in the background while your computer is running and they can slow your Internet connection along with your computers overall performance.

Northwestel offers two free computer scanning tools to help you identify the health of your PC. These tools are the Northwestel PC Health Check and the Northwestel Online Virus Scanner. They are available at *nwtel.ca/protection-plus.*

4.4 Restarting Your Modem/Computer

Please see section 4.1

4.5 Email Troubleshooting

First check and ensure you are connected to your Northwestel Internet service by opening a browser and successfully loading a web page. You should ensure that work offline is not checked in either your email program or your web browser. If you can load a web page but still have email problems please try the steps below.

If you cannot receive email but can send:

Check to see if your mail is in the mail server inbox by checking your webmail account. (See Section 2.1 on how to access webmail) If your mail is showing up in webmail on the server, but not downloading to your machine when you click send and receive mail, check the following:

- Ensure the email you are looking for is not going into a spam folder.
- Make sure your account settings are correct, including your incoming server. Your incoming server should be pop3.theedge.ca if your email address is username@theedge.ca or pop3.northwestel.net if your email address is username@northwestel.net
- Make sure your password is correct in your account set up.
- Have you recently installed any anti-virus or anti-malware programs? Try turning it off.
- Restart your email program.
- Restart your computer.

In webmail settings, if you are forwarding mail and also keeping a copy on the server, try re-entering the settings to forward and leave copy on server.
Re-save the settings. Test again.

Contact the Northwestel Customer Care Centre at 1-888-423-2333 if:

- No email is going into your webmail inbox.
- You still cannot receive email after trying the previous steps.
- You are getting an error message when retrieving your email.
- Note: You can receive email as a client while roaming, but you will not be able to send. If you wish to use your email client you will either have to change the outgoing mail server to the outgoing server of the ISP you are connected to OR use the Northwestel webmail service.

If you cannot send email but can retrieve:

- Check your outgoing mail server settings and ensure that it is set to either smtp.theedge.ca or smtp.northwestel.net and that your port is set to 25.

If your outgoing email server settings are correct:

- Make sure there are no unsent emails in your outbox. Delete any messages in your outbox, wait 30 minutes and try sending a new message.
- Have you recently installed any anti-virus or anti-malware programs? Try turning it off. Shut down and restart your email program.
- Shut down and restart your computer.

Contact the Northwestel Customer Care Centre at **1-888-423-2333** if you are still unable to send mail after trying these steps.

Note: If you are receiving an error message, please write it down so we can help you troubleshoot the problem further.

4.6 Internet Usage

Usage limits were introduced at Northwestel in order to maintain network reliability and ensure an enjoyable Internet experience for all our High Speed Internet users. The vast majority of customers do not exceed their usage limits.

Usage limits refer to the amount of data you are allowed to send and receive over the Internet, and vary according to your High Speed Internet package. Visit *www.nwtel.ca/usage* to find tools that can help you manage your Internet usage, so you can be aware of how much bandwidth you have used and avoid accidental over usage.

Northwestel strongly recommends that you sign up for a monthly usage notification service at *www.nwtel.ca/usage* and Northwestel will send an email if you reach 50%, 75% and 95% of your monthly usage. You will receive another email if you reach 100% of your monthly usage.

These emails are sent within 4 hours of when you reach the above specific % of your monthly usage allowance.

4.7 FAQ

The power light is off on my modem. What should I do?

Check that your modem is properly connected to its power adapter and that the power adapter is plugged into a working electrical outlet.

I cannot send or receive data. What can I do?

- Check the lights on the front panel of your modem. Note the first light that is off and refer to Section 1 in this guide as to where the error occurred.
- Check each end of your coax cable. Hand-tighten if required.
- Ensure the Ethernet cable is connected to both your modem and your computer or router if you are using a modem.
- Ensure that you have an active wireless connection between your computer and gateway.
- If the Standby light is on (5100 series modem only), the Internet connection is off. Press the Standby button to reconnect to the Internet.
- If both the Power and Receive lights are flashing then the modem has been disabled. Please contact Northwestel for support.

How do I access the interface to configure features and users on my wireless gateway?

Open your favourite web browser and go to *https://northwestel.clearaccess.com/acs-portal/control-panel/.* You will be prompted to enter the username and password you selected when you ordered the wireless gateway service. The User Guide for the gateway Control Panel is found on the USB stick that you received when the service was installed. It is also available on *www.nwtel.ca*, under the Internet Usage Tools section.

I am experiencing slower than normal speeds. What should I do?

- Try restarting or rebooting your computer and your modem which means turning the power off for a few minutes and then turning them back on.
- Check the running processes on your computer. Downloading large files or multiple files will slow the performance of your connection.
- Run an anti-malware and anti-virus scan to check for malware activity and viruses.
- Verify that other computers connected to your home network are not downloading large files

How long should my modem cables be?

To ensure your service is working at optimal performance you should only use the cables supplied by Northwestel.

What do the lights on my modem mean?

Please see the information in the tables in Section 1.

How much usage is allowed each month?

You can use between 2 GB to 125 GB each month, depending on your Internet package.

What am I charged if I go over my limit?

Northwestel charges $7.50 for each additional GB that you use during the monthly billing period. This amount is billed in one cent increments.

Why does Northwestel have limits on Internet usage?

The usage limits ensure network reliability and ensures all High Speed Internet users have a fast and reliable Internet experience. The limits impact only a very small number of customers.

Does Northwestel watch what I do on the Internet?

Northwestel only tracks how much you use the Internet. Our measurement tools do not track what you do with your Internet service.

What is Internet usage?

Internet usage is the amount of data your computer sends and receives from the Internet. You send or upload data to the Internet when you email and share files or photos. You receive, or download, data when you receive email, visit websites, or purchase music files from the Internet.

How do I know if I am close to my usage limit?

You can check your usage at any time at *www.nwtel.ca/usage.* You will need your modem's HTC MAC ID: a 12-digit code listed on the underside of your cable modem.

This tool is updated every hour throughout the month. Use it regularly to help avoid additional charges for going over your monthly limit, or sign up for our usage notification service.

Can I roll-over my allowed usage to the following month?

No, you cannot roll-over usage limits. This means that one month's left-over usage limit cannot be used to cover any over use in the following months. No Internet provider with usage limits allows this as it defeats the purpose of having limits. If roll-overs were permitted, Internet networks would become congested, making Internet access slow and unreliable.

What should I do if the power goes out and I lose my connection?

If the power goes out at your home, or if the power goes out at our cable head-end, you will lose your Internet connection. If this happens, wait until the power is restored (you will know if our cable network is powered by turning on your television) and then try to log on. If the modem does not connect, first try unplugging the modem and then immediately plugging it back in. In almost all instances, the modem will come back on. If it does not, please call our local Customer Support Centre desk at 1-888-423-2333.

What do I do if I have a time-out or if the network goes down?

Occasionally, a network outage will occur that may last more than 30 minutes. If such an outage occurs and it is planned, we will inform you in advance. If the outage is not planned and your service is not restored within 30 minutes, please call our Customer Support Centre desk at 1-888-423-2333.

Can I change my email address?

You can change your email address any time. Simply email, write or fax us with the original email name and the new name you want. It will take approximately 48 hours for this new name to be set up.

Email: *carecentre@nwtel.ca*
Fax: 867 668 8110
Ph: 1-888-423-2333

How do I change my email password?

It's easy to change your email password. Once you have logged into your webmail account, click on the Options tab, then the Global tab and then select Change Password. You can change your password as many times as you like. If you forget your password, call Northwestel support and we will change your password for you.

What do I do if my email is not working?

There are a number of small steps you can try before you call us:

- Check your spelling carefully.
- Type everything in lowercase.
- Ensure that your mail servers are set up correctly in your settings;
  a) your incoming mail should be either pop3.theedge.ca ,or pop3.northwestel.net
  b) your outgoing mail should be smtp.theedge.ca or smtp.northwestel.net
- Make sure that your incoming mail server is set to port 110 and your outgoing mail server is set to port 25.

Who should I contact when I have a problem or question?

For Internet questions or help, please call our Customer Support Centre desk at 1-888-423-2333. In order for Northwestel to be most effective in troubleshooting your issue, please ensure you are in front of your computer and you have your account number and phone number available when you phone in.

What security measures are in place to protect your customers?

Northwestel has security measures in place that protect all of our hardware and operating software. However, security on individual computers is the responsibility of the user. We recommend installing a port blocker or firewall.

5. Support Resources

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5. Northwestel Support Resources

Northwestel Support Resources	
Customer Care Centre	1-888-423-2333
Access your northwestel.net email	*webmail.northwestel.net*
Access your theedge.ca email	*webmail.theedge.ca*
Check your High Speed Internet usage	*www.nwtel.ca/usage*
Visit Northwestel Help and Support	*support.nwtel.ca*
View your bill online	*https://northwestel.e-billonline.com/SignOnCtlr*
Access your DPC3825 Series Wireless Gateway Control Panel	*https://northwestel.clearaccess.com/acs-portal/control-panel/*

General Internet Websites	
Windows: Explorer Browser and Internet	*support.microsoft.com*
Macintosh: Safari Browser and Internet	*www.apple.com/ca/support*
Firefox Browser and Thunderbird email	*mozilla.com*
Tools for testing the speed of your Internet connection	*www.speedtest.net*

Security Internet Websites	
Northwestel PC Protection Plus	*nwtel.ca/protection-plus*
Black Ice firewall software site	*blackice.com*
Zone Alarm firewall software site	*zonealarm.com*
Firewall hardware and software site	*gnatbox.com*
Anti-Virus and Internet security site	*symantec.com*

Note: Northwestel is not affiliated with any of the companies on the websites listed above, and does not endorse any of the products contained therein with the exception of www.nwtel.ca/protection-plus.

6.Glossary

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6.Glossary

Anti-Spyware – products dedicated to remove or block spyware.

Anti-Virus – products dedicated to remove or prevent virus infections.

Cable Wall Outlet – this is your cable service outlet.

Coaxial Cable – this is the cable that connects your modem to the cable wall outlet in your home.

DS (Down Stream) – refers to data being sent by a service provider to your modem.

Email client – is a computer program used to manage a user's email.

Ethernet Port – connection port on the back of your modem for your Ethernet cable.

Ethernet cable – this is the cable that carries your Internet traffic between the modem and your computer or between your modem and your router.

Firewall – A firewall is a device designed to permit or deny network transmissions based upon a set of rules. It can be either hardware or software. Many personal computer operating systems include software-based firewalls to protect against threats from the public Internet.

MAC address – (Media Access Control address) is a unique identifier assigned to network interfaces for communications on a network.

Malware – short for malicious software. This is software designed to harm or secretly access a computer system without the owner's informed consent. Malware includes computer viruses, worms, Trojan horses, spyware, dishonest adware, scareware, crimeware, most rootkits, and other malicious and unwanted software or program.

Modem – this is the piece of hardware supplied by Northwestel that connects your home computing equipment to the Internet.

Network adapter – is a computer hardware component that connects a computer to a computer network. This card is what your Ethernet cable attaches to in the back of your computer.

Peer-to-Peer (P2P) File Sharing – a method of distributing electronically stored information such as computer programs and digital media.

Peer-to-Peer (P2P) Application Software – a piece of software used for P2P file sharing e.g. BitTorrent, uTorrent.

Power Supply – provides the power to the modem.

Router – this is a piece of hardware that the customer owns that sits between your home computers and the modem that connects to the Internet (Northwestel service).

Splitter – this is a small piece of hardware that is installed to stop unnecessary noise on the modem line which will interrupt data signal. These filters are placed on the outputs of the cable splitters that run to the TV and FM stereo hookups. If you happen to place one of these filters on your modem line it will result in an orange light and the modem will not work.

SSID (Service Set Identification) – The SSID is the name of your wireless network. The SSID is used by wireless technology to identify your network from other wireless networks in the area. The SSID can be up to 32 characters long.

Spyware – Spyware is a type of malware that can be installed on computers, which collects small pieces of information about users without their knowledge. The presence of spyware is typically hidden from the user and can be difficult to detect.

US (Up Stream) – refers to data that is being sent by your computer to your modem.

Webmail – an email client accessed via your web browser. Webmail offers the ability to send and receive email wherever there is a web browser.

Web Browser – is a software application for retrieving, presenting, and navigating information resources on the World Wide Web.

WPS (Wi-Fi Protected Setup) – a standard for automating wireless network set up and connection.

7. Appendix

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7. Appendix

NORTHWESTEL CABLE TERMS OF SERVICE

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By using any of Northwestel's Cable services, including cable television, Internet and/or digital cable services and such services related thereto (collectively or individually, the "Services") provided by any of Northwestel Inc, its partners and/or associate companies (collectively, "us", or "we"), you, the customer, agree to the following:

TERMS OF SERVICE

The following terms and conditions of service (the "Terms") constitute the agreement between Northwestel and the customer ("you" or "your") subscribing to all or any portion of the Services. These Terms govern the Services and any devices and/or equipment including without limitation Ethernet devices and software used in conjunction with the Services provided to you by Northwestel (collectively, the "Equipment"). By activating the Services, you acknowledge that you have read, understand and agree to these Terms as set out here and in any document incorporated by reference (collectively, the "Agreement"). If you do not wish to be bound by this Agreement or any modifications which may be made by Northwestel from time to time (as described in the following paragraph) do not activate or use the Services and immediately contact Northwestel. No sales representative, dealer, agent, officer or employee of Northwestel has the authority to change or modify these Terms, except pursuant to an official revised version of these Terms, and you may not rely on any such change or modification. These Terms cannot be changed by you.

Northwestel may change portions of this Agreement from time to time. Northwestel will post notice of any changes made to the Agreement on line at nwtel.ca by setting the last date of revision on the top right hand corner. Northwestel may also advise you of such changes by sending you an electronic mail message at your user address or mailing notification to the address shown on your account with Northwestel. All changes will take effect within 30 days of the date of being posted. If you do not accept a change to the Agreement, your sole remedy is to terminate this Agreement in accordance with Section 9 of these Terms.

The details of the various Services packages, including other products and services offered by Northwestel, can be found on our webpage nwtel.ca. Northwestel may, at its discretion, make changes to the Services from time to time, including changing Services fees, package pricing or content.

Northwestel recommends that you print a copy of these Terms, the Acceptable Use Policy applicable to the Services to which you subscribe and any other referenced documents. If you are not an Internet service subscriber you may contact Northwestel at any time to obtain a printed copy of the Agreement.

You are responsible for regularly reviewing information posted online or by contacting Northwestel to obtain timely notice of such changes. Your non termination or continued use of the services after changes are posted constitutes your acceptance of this agreement as modified by the posted changes.

1 Use of the Services

1.1 This Agreement is also subject to the terms and conditions of Northwestel Acceptable Use Policies and the Services may only be used in accordance with Northwestel's Acceptable Use Policies applicable to such Services or as may be required by statute, regulation, federal or territorial / provincial laws.

1.2 The Equipment, technology and/or processes provided to you may be subject to intellectual property rights reserved by Northwestel or third parties. Nothing contained in this Agreement shall grant to you any right, license, title or ownership of or to any intellectual property rights of Northwestel or any third party.

1.3 Federal law provides severe civil and criminal penalties for the unauthorized reproduction, distribution or exhibition of copyrighted motion pictures and certain programming and Northwestel shall not be liable, nor is Northwestel granting you any rights in that regard whatsoever.

2 Content

2.1 Northwestel does not warrant the condition or content of any programming you are able to view with Northwestel's Cable/Digital Services or the content you are able to access on the Internet through use of Northwestel Internet Services.

2.2 You acknowledge that there may be programming content or other content that you may find offensive and you agree that your viewing and/or use of such content is at your own risk. Some programming and/or content may not be suitable for minors and you agree to supervise all minors whom you permit to view the programming and/or access the content from Internet through your account with Northwestel.

2.3 Northwestel and their affiliates, licensors, suppliers and agents and their respective employees, officers, directors and representatives are not responsible for or liable to you for any content, application or services provided to you or accessible by you through the Services, any charges incurred in connection with such content, applications or services or anything that is or can be done with such content, applications or services even if you are billed for such content, applications or services. All such content, applications or services is accessed or transmitted solely at your own risk.

2.4 Northwestel has the right, but not the obligation, to monitor or investigate any content that is transmitted using the Services or Equipment. We may also access or preserve content or information to comply with legal process in Canada or foreign jurisdictions, operate the Services, ensure compliance with the Agreement or any Policies, or protect ourselves, our customers, or the public. We reserve the right to move, remove or refuse to post any content, information or materials, in whole or in part, that we decided are unacceptable, undesirable or in violation of the Agreement.

3 Equipment Installation, Maintenance and Return Responsibilities

3.1 Northwestel may install or cause to be installed the Equipment at your service address. The equipment is provided solely for your use of the Services and, unless purchased outright, will at all times remain the property of Northwestel.

3.2 You may use the Equipment only at the address you have indicated to Northwestel at the time you subscribe to the Services. You will not relocate the Equipment to another address without Northwestel's prior written consent.

3.3 Equipment may be provided and charged for as part of the monthly Services fee. Northwestel may require you to pay an Equipment deposit prior to providing you with the Equipment. You hereby authorize Northwestel to charge your credit card account or your preauthorized payment authorization, in payment for all Equipment charges.

3.4 You are responsible for the safekeeping of the Equipment. You agree to keep all of the Equipment free and clear of any liens or encumbrances of any kind whatsoever. If you become aware that any liens or encumbrance has been placed on the Equipment you are responsible to notify Northwestel immediately and to assist Northwestel in removing some. If, while in your care, the Equipment is damaged, lost or stolen or sold, leased, mortgaged, transferred, assigned, encumbered or not returned, you agree to pay Northwestel the full cost, including the costs incurred by Northwestel to recover, repair and/or replace the Equipment.

3.5 Any unauthorized attachments to the Equipment or interfering or tampering with the Equipment or unauthorized use of the Equipment are prohibited and may constitute theft under the Criminal Code of Canada.

3.6 On the expiration or earlier termination of the Services you are required to return the Equipment to Northwestel in good working order. The Equipment may be returned to any Northwestel retail office. For information respecting a Northwestel office near you and to arrange return of Equipment contact Northwestel using the Northwestel Contact Information section of this Agreement.

3.7 If upon the termination of the Services the Equipment has not been returned to Northwestel you agree to grant Northwestel permission to access your premises to remove the Equipment in accordance with section 4 of these Terms.

3.8 Failure by Northwestel to remove such Equipment shall not be considered abandonment of the Equipment. If Northwestel removes the Equipment it will not nor is it required to alter, repair or re-install wiring or other facilities.

3.9 All equipment and devices you are required to supply for access and use of the Services or that you use in connection with the Services such as hearing devices, telephones, fax machines, home security and/or medical devices, televisions, computer equipment or any other equipment and/or associated devices (collectively, "Your Equipment") shall be and remain your responsibility. Northwestel is not responsible for the operation or use of

Your Equipment, including without limitation, the compatibility of Your Equipment with any Northwestel Equipment or the Services. Northwestel has no obligation to maintain, repair or provide customer service for any facilities or equipment owned by you.

3.10 You are responsible to supply at your cost all wiring inside your home needed to connect to the Services.

4 Northwestel's Right of Entry

4.1 You grant Northwestel, its employees, representatives, contractors, subcontractors and agents reasonable access to your premises or service address at reasonable hours to install, inspect, service, maintain, restore, remove, or disconnect Northwestel Services or Equipment.

4.2 Except in the cases of emergency or where entry is pursuant to a court order, Northwestel will enter or access your premises or service address at mutually agreed upon times.

4.3 Northwestel employees, representative, contractors, subcontractors and agents will show identification prior to entering you premises or service address. You should refuse admittance to anyone claiming to be an employee of Northwestel who does not have identification and notify Northwestel immediately.

5 Services Interruption

5.1 Northwestel and/or its agents may interrupt and/or make inspection of the Equipment and/or the Services at any time for any duration of time, without notice or liability to you in order to install, inspect, repair, replace or to perform necessary maintenance on the Equipment, its facilities and/or network, or for other technical reasons as may be required.

5.2 Northwestel is only required to provide you reasonable notice of such and interruption or inspection if Northwestel needs access inside your premises or on the property where you receive the Services.

5.3 You understand that the Services may not function in the event of a power failure and regardless of where the power failure arises. In addition, a power failure or disruption may require Northwestel to reset or reconfigure the Equipment, its facilities and/or network to reactivate the Services.

6 Payment Terms

6.1 You agree to pay Northwestel the total charges for use of the Services, including, without limitation, fees applicable to installation, Equipment rental or deposits, administration costs incurred by Northwestel if your account is past due, service calls, pay-per-view, plus any applicable federal, provincial / territorial or regulatory taxes or surcharges, incurred in connection with the use of the Services (as all such fees may be changed from time to time).

6.2 You will be billed once per month. Services are billed one-month in advance, with the exception of usage-based services including movie rentals, High Speed Internet usage charges, and long distance telephone calls.

6.3 Northwestel may bill you for a charge up to twelve (12) months from the date the charge was incurred.

6.4 You agree to pay all amounts by the due date indicated on your invoice by using any of the payment methods accepted by Northwestel. Payments received by Northwestel after the statement date on your invoice will be reflected on your next invoice. Amounts owing after the due date are subject to a late payment interest charge calculated on the outstanding amount at 1.25% per month or $2.95 minimum, which ever amount is greater. Over due accounts are subject to termination of the Services by Northwestel.

6.5 You agree to pay Northwestel an administration fee of $20.00, if your credit card is denied or if your cheque is returned due to non-sufficient funds.

6.6 If Northwestel agrees to restore your Services after suspension or disconnection for cause, payment of the full amount due and a reconnection charge will be required before the Services are restored.

6.7 You are responsible to ensure that the billing information you provide Northwestel is accurate. You agree to promptly notify Northwestel of any changes in your billing information.

6.8 If you are receiving the Services through a trial period offer, you agree that upon the expiry of such trial period, you will be bound by the payment requirements set out in this Section unless the Services is terminated in a manner set out in Section 9 below prior to the end of such trial period.

6.9 You must bring invoice questions and disputes to Northwestel's attention within 60 days of the invoice date. Your failure to contact Northwestel regarding any invoice will constitute your acceptance of the invoice.

7 Credit and Security Deposit

7.1 Northwestel reserves the right to examine your credit records at any time, whether before or after providing you the Services.

7.2 Northwestel may require a deposit or impose other payment or credit requirements, including but not limited to interim payments or mandatory pre-payments, at any time an on such terms as determined in our sole discretion. You will not earn any interest on deposits or other payments held by Northwestel. If your Service is terminated, we will apply any deposits or other payments against the outstanding final balance on your account.

7.3 Upon notice to you, we may assign, change or remove a credit limit on your account at any time.

7.4 Service may be suspended, at any time, to any and all of your accounts, if your balance,

including unbilled usage and pending charges, fees and adjustments, exceeds this limit. Recurring service charges will continue to apply during any suspension of Services.

8 Northwestel's Provision of Services

8.1 Northwestel is not required to provide the Services where:

8.2 Your premise is located outside of Northwestel's service or licensed geographic area;

8.3 You have failed to make payment of the amounts due for the Services and/or the Equipment;

8.4 Your service is restricted, blocked, suspended or terminated cause as set out in Section 10 of these Terms; or

8.5 Northwestel would have to incur unusual expenses to bring the Services to your premises, which you do not agree to pay.

8.6 If you are moving you are responsible to notify Northwestel prior to the date you are moving. If you move to a location that is outside of the area served by Northwestel, this Agreement shall be terminated and you must return all Equipment to Northwestel. The ability to transfer the Services to the new premises is dependant on the availability of the Services at the new location.

9 Customer-Initiated Termination

9.1 You may at anytime, upon at least thirty (30) days prior notice to Northwestel, cancel this Agreement or any Service provided under the Agreement. Applicable charges shall continue to apply until the thirty (30) days have elapsed. You shall remain liable for the payment of all outstanding balances accrued up to the date of termination.

9.2 The Services may be terminated immediately and without penalty as follows:

9.3 In the event of the death of a Northwestel account holder, the termination is effective from the date Northwestel is notified in writing of the death; or

9.4 Where your premises are damaged so that they must be abandoned, the termination is effective from the date Northwestel is notified.

9.5 You agree that if the Services are terminated for any reason you will permit Northwestel to access your premises at in accordance with Section 4 of these Terms to remove the Equipment and any other materials provided by Northwestel if you fail to return same to Northwestel as required under this Agreement.

10 Northwestel-Initiated Termination

10.1 Northwestel may restrict, block, suspend or terminate any or all of Services or accounts without notice or liability to you, if:

10.2 You are in breach of any term or condition of this Agreement including non-payment of your charges or non-compliance with Northwestel's Acceptable Use Policy applicable to the Services that you subscribe to;

10.3 You do not maintain the Service within the prescribed credit limit;

10.4 You exceed reasonable usage limits, as determined by us;

10.5 You have given false, misleading or outdated information;

10.6 We reasonably suspect or determine that any of your Services or Equipment is the subject of fraudulent, unlawful or improper usage or usage that adversely affects Northwestel's operations or the use of our services or facilities by others;

10.7 You harass, threaten or abuse us or our employees or agents;

10.8 You fraudulently or improperly seek to avoid payment to us;

10.9 You become bankrupt or otherwise insolvent;

10.10 You fail to provide Northwestel with reasonable entry and access to install,inspect, repair, replace or to perform necessary maintenance on the Equipment, or Northwestel's facilities or network; or

10.11 You relocate, alter, abuse or disconnect the Equipment.

10.12 For the situations listed above, Northwestel may attempt to notify you using the contact information shown on your account stating the reason and date scheduled for the suspension or termination.

10.13 If a Service is restricted, blocked, terminated or suspended for any of the reasons set out above, Northwestel is not obligated to restore the Services.

10.14 Northwestel may terminate this agreement for any reason at any time; upon at least thirty (30) days prior notice you using the contact information shown on your account.

11 Limitation of Liability

11.1 In the event of any breach by Northwestel, its affiliates or its agents, including any breach of a fundamental term or any negligence by Northwestel, your exclusive remedy shall be to receive from Northwestel payment for actual and direct damages to a maximum amount equal to the fees paid by you to Northwestel in the past three months for the services.

11.2 Under no circumstances shall Northwestel, its partners or associates or their respective directors, officers, employees, servants or agents be liable to you or to any third party for any direct, indirect, special, or consequential damages, including loss of profits and loss of business opportunities, that result in any way from this agreement, including your use of the Equipment and/or Service thereof, or your reliance on or use of any information, service, merchandise or material viewed or provided on or through use of the Services, or that result from mistakes, omissions, interruptions, deletion of files, errors, defects, delays in reception or transmission or transmission, or failure of performance of the Services.

11.3 Northwestel shall not be liable for, and you shall indemnify and save Northwestel harmless from and against all suits, claims or judgments howsoever arising out of any of the following;

11.4 Claims for libel, slander, infringement of copyright, trademark or other intellectual property rights or contractual rights of any third party or based on any other legal theory howsoever arising from the material, data or other content from the Services;

11.5 Any losses, damages, expenses or costs (including legal fees) arising out of or in connection with any claim, or other proceeding based on a contention that the use of the equipment and/or the services by you or a third party infringes any intellectual property rights or contractual rights of any third party; or

11.6 Claims by those to whom you provide access to the Equipment and/or the Services.

11.7 Northwestel shall not be liable for:

11.8 The denial, restriction, blocking, disruption, interruption or unavailability of the Services;

11.9 Any act or omission of any third party including, but not limited to, other provider of connections, facilities or services;

11.10 Your conduct, acts or omissions;

11.11 Any event beyond the reasonable control of Northwestel including acts of God, inclement weather (including lightning), power failures, labour disputes, riots or civil disputes, war or armed conflict, any law, governmental order, decision or regulation, or order of any court of competent jurisdiction;

11.12 Northwestel's failure, for any reason, to activate the Services on the activation date you requested or date provided to you by Northwestel;

11.13 Any defacement of, or damage to, your premises resulting from the attachment of any instruments, apparatus or associated wiring and/or the Equipment furnished by Northwestel, or removal thereof, when such defacement or damage is not wholly caused by Northwestel's negligence; and

11.14 Any damages you incur as a result of the operation or failure of Your Equipment, facilities, wiring or other devices you use with the Services, including without limitation if any of Your Equipment, facilities, wiring or other devices that you use with the Services are now or thereafter become incompatible with the Equipment and/or the Services.

12 Limited Warranty

12.1 All equipment and the services are provided by Northwestel "as is" and "as available" without warranties or conditions of any kind.

12.2 To the maximum extent permitted by applicable law, Northwestel disclaims all warranties, representations or conditions, either express or implied, regarding the Services or Equipment including warranties of title or non-infringement, or any implied representations, warranties and conditions of fitness for a particular purpose and merchantable quality with regard to any merchandise, information, programming, advertising, content or service and those arising from a course of dealing or usage of trade.

12.3 Northwestel does not warrant uninterrupted use or operation of the equipment and/or services.

12.4 Northwestel does not warrant that any data or communication sent by or to you will be transmitted in uncorrupted form or within a reasonable period of time, or that any content or other material accessible on or from the services is free of defect, error or viruses.

12.5 Northwestel does not warrant that the content, including without limitation content of any programming and/or advertising that is accessible on or from the services.

13 Disputes and Governing Law

13.1 Any disputes or claims ("Claims") whatsoever between Northwestel and you will be referred to and determined by arbitration to the exclusion of the courts, with costs paid by each party. If you have a claim you should give written notice to arbitrate to, Northwestel at: Box 1469, 5120 – 49th Street, Yellowknife NT Attention: General Manager.

13.2 Arbitration will be conducted by one arbitrator pursuant to the laws and rules relating to commercial arbitration in the province or territory in which you reside that are in effect on the date of the notice. If Northwestel has a claim, Northwestel will give your notice to arbitrate at your billing address. Arbitration of claims will be conducted in such forum and pursuant to such rules as you and Northwestel agree upon and failing agreement will be conducted by one arbitrator pursuant to the laws and rules relating to commercial arbitration in the province or territory in which you reside that are in effect on the date of the notice to arbitrate. If the claim relates to a matter that should be brought before the Canadian Radio-Television and Telecommunications Commission (CRTC), you agree that the CRTC will resolve the claim.

13.3 You agree to waive any right you may have to commence or participate in any class action against Northwestel related to any claim, where applicable you also agree to opt out of any class proceedings against Northwestel.

13.4 This Agreement shall be governed by and construed in accordance with the laws of the province or territory in which your billing address is located and the federal laws of Canada applicable therein and you hereby consent to the exclusive jurisdiction of the courts of such jurisdiction. Please note that your rights and remedies may vary by province and territory.

14 Confidentiality

14.1 Northwestel abides by its Code of Fair Information Practices which can be found at nwtel.ca or by contacting Northwestel.

14.2 Terms and conditions of the Code of Fair Information Practices are incorporated and form part of this Agreement.

15 General

15.1 This agreement constitutes the entire agreement and understanding between the parties with respect to the subject matter of this agreement and supercedes and replaces any and all prior written or verbal agreements.

15.2 You may not assign, resell or transfer the Equipment or the Services to any person without prior written consent of Northwestel. This Agreement will ensure to the benefit of, and be binding upon, your respective heirs, executors, administrators, successors and permitted assignees and for the purpose of Northwestel shall benefit to any party that controls, is controlled by or under common control with Northwestel.

15.3 Upon termination of this Agreement, all accrued obligations or liabilities and the provisions, which by their nature are intended to continue beyond such termination will remain in effect. Without limiting the generality of the foregoing, the provisions of Sections 3, 4, 6, 7, 8, 11, 12, 13, and 14 and the terms of Northwestel Acceptable Use Policy applicable to the Services you subscribed to and the Code of Fair Information Practices shall survive the termination of this Agreement.

15.4 The failure of either party to insist upon strict interpretation of this Agreement or to exercise any options herein, shall not act as a waiver of any right or option, but the same shall continue to be in full force and effect. The failure of Northwestel to enforce this Agreement, for whatever reason, shall not be construed as a waiver of any right to do so at any time. No waiver by either party of any breach shall be effective unless expressed in writing.

15.5 You agree that if any portion of this Agreement is held invalid or unenforceable, the remaining portions of the Agreement will remain in full force and effect.

16 Northwestel Contact Information

Web Access: *nwtel.ca*
Telephone: 1-800-661-0834
Via mail: Northwestel Inc.
PO Box 1469
5120-49th Street
Yellowknife, NT X1A 2P1

17 Additional Terms Applicable to Internet Access Services

17.1 Acceptable Use Policy By using Northwestel's Internet Services, you agree not to use this service in a manner that is contrary to applicable law or regulations and Northwestel's Acceptable Use Policy, which forms part of this Agreement.

17.2 Home Networking You acknowledge and understand that when using home networking, there are certain inherent risks (for example other users may gain access to your system or your Services and accounts). Northwestel shall not be liable for any claims or damages relating to home networking, even if the home networking application or service is provided, installed, maintained or supported by Northwestel.

18 Additional Terms Applicable to Television Services

18.1 Only one television or FM receiver may be attached to any outlet.

18.2 Northwestel supports a maximum of four (4) outlets per residential premises and up to a maximum of two (2) digital receivers.

18.3 If you are a residential customer, the Services may only be used for personal residential use and may not be used for any commercial purpose.